



Expectations for DSHR members

Many new and exciting changes are taking place in Disaster Services. Projects and updates from America's Readiness, the DSHR Redesign, Action Plans from last hurricane season evaluations and the new field structure integration are completed and ready for implementation on disaster relief operations.

Preparing our work force to meet the challenges of disaster relief operation work is a key goal of DSHR Units at all levels. This information is prepared with you in mind. Take a few minutes to read through the information and become familiar with changes that will affect you, a valued DSHR member.

Preparation is the key...

Notify your chapter DSHR person of specific dates you are available for a DSHR assignment.

Recruitment is accomplished by "searching" the database for specific members meeting Staff Request criteria who are marked as "available" during the dates being recruited.

This process has streamlined recruitment, eliminated many phone calls and lessened waiting time. Don't be left out of an assignment! Be proactive and let your chapter DSHR person know specific dates you are available!

Offer to help call other DSHR members and obtain their availability or offer to help enter availability in the DSHR system...no small feat, but "many hands make light work!" Pitch in and help!

Make sure your DSHR profile is up to date.

Double check your emergency contact information and make sure it is current. Make sure your proper, legal name is how you are listed in the DSHR System.

Really, really, really prepare yourself for what to expect of your recruitment, travel and assignment.

We guarantee things often will not go as planned. After all, it is a disaster — that's why you are needed. Make sure you can be flexible with last-minute changes travel plans, waits, chaos and personal inconvenience — all will be present from your recruitment call to the end of your assignment. Be prepared for it — be flexible, stay calm and be nice. Expect the unexpected!

Sign up for CrossNet or arrange access to CrossNet postings through your chapter.

A lot of pre-assignment information will be coming your way via CrossNet before you even leave home. The new Activity Handbooks, forms, Orientation, and pre-assignment information are all samples of information only delivered through CrossNet postings. Make sure you have access before you need it! If you can't find it ask your chapter to help or have the chapter contact your service area!

Check out the new Hardship Codes found in the *DSHR Handbook* available on CrossNet or through your chapter.

Know how the codes will affect YOU when you get to the disaster relief operation. If the area doesn't have drinking water...YOU won't have drinking water. If the area is hot, humid and has no electricity...YOU will be hot, humid and will not have air conditioning! Be prepared and ready! Hardship codes are associated with disaster relief operations to protect YOU, our valued relief worker. Take advantage of knowing and understanding what they mean to you *before* you arrive! Be prepared to not go at the very beginning if the hardship code associated with the disaster affects you negatively. Wait, and go on the next round when infrastructure and services are restored. Don't take it personally; we really need you safe, healthy and able to work!

Obtain the Disaster Staff Card brochure and PowerPoint for Users, available on CrossNet or through your chapter, and be familiar with the procedures before you leave home.

Disaster Staff Cards have replaced cash advances on all nationally-funded disaster relief operations with an infrastructure able to support them. Become familiar with the procedures associated with the Disaster Staff Cards by reviewing the information found on CrossNet: https://crossnet.redcross.org/chapters/services/disasters/staffing/disaster_staff_cards.asp.

Review the Fundamental Principles of the International Red Cross Movement and the Red Cross Standards of Conduct for Disaster Relief Workers

Review and know them ahead of time. You are expected to support, embrace and live by them while assigned to a disaster relief operation. The information is on CrossNet.

Check CrossNet for the Disaster Relief Operation Attire Kit information.

Make sure you meet identification standards for disaster relief operations. Know what clothes and supplies may be needed. Include a flashlight and batteries, all-weather gear and appropriate and acceptable clothing. Plan ahead and pack accordingly. Most airlines now charge \$25+ for baggage that weighs more than 50 pounds. Charges for baggage that is over the weight limit are your responsibility and are not reimbursable. Know how much you're carrying ahead of time so you are prepared and within weight limits. A good rule is to pack only what you personally can carry.

Have appropriate and required identification and licenses ready to go. Your ID *must* match your *proper* name *and* your ticket.

Airlines, folks on the disaster relief operation and, depending on the affects of the disaster, some communities will need to see your ID. Be prepared! For Caribbean and Western Pacific island assignments a passport is essential. Make sure you have one.

Getting Ready...

Once you receive the call to accept an assignment (we already know you're available!) your chapter DSHR person will ask you the questions found on the new Pre-Assignment Health Questionnaire.

This easy, non-medical questionnaire is designed to ensure only a healthy work force travels to the disaster relief operation. Check with your chapter DSHR person ahead of time and become familiar with the questions. The Pre-Assignment Health Questionnaire is available on CrossNet.

If taking prescribed medications, make sure you have enough medication to cover a few days longer than your expected assignment and a method to re-supply medications if needed. Do not accept assignments if you cannot be sure of your medicine supply.

Obtain the new Disaster Relief Operation Assignment tool available on CrossNet or from your chapter.

This handy one page tool is for YOU, to make travel and preparation for your assignment easier, give you knowledge of the disaster before you leave, a few reminders and procedures, as well as preparing you for what lies ahead. Following the procedures noted when making travel plans and arriving at the disaster destination city will make travel smoother. Take advantage of this user friendly tool!

Obtain the Orientation materials from CrossNet or through your chapter.

Orientation material will be published and available before you leave home, and updated frequently. Learning as much as you can about what is already happening in the disaster area and the chapter response will help in your personal preparation and decrease your in-processing time!

Obtain the new *DSHR Member Registration (F1492)* from CrossNet and complete it prior to your assignment.

Stop by the chapter and pick up your Disaster Staff Card and brochure!

Arriving...

When you arrive at your destination, call the DR Info Line and get current directions, using your Disaster Relief Operation Assignment tool.

The DR Info Line is changed frequently during the beginning of an operation; make sure you have the number and check when you *arrive*. Listen carefully and follow the instructions. Once you arrive in the disaster destination city, the staff on the disaster relief operation are your source of help and information. Make sure you write down the Staff Services phone number when listening to the recording. Now that you've arrived, that is who you call for help and clarification. Be patient, others may be calling too! Even if you have to wait a few minutes, better service will be provided by contacting Staff Services on the disaster relief operation.

In-processing...

Completed your review of the Fundamental Principles of the International Red Cross Movement, the Red Cross Standards of Conduct for Disaster Relief Workers and the new, streamlined *DSHR Member Registration* (F1492)? If yes, just drop yours off at Staff Services and obtain your lodging! If no, stop by and complete the form.

Completed the Pre-Assignment Health Questionnaire before leaving home? If yes, bypass Staff Health unless you became ill or injured en route! If no, see Staff Health Services.

Obtained and reviewed the Orientation materials from CrossNet or your chapter before leaving home? If yes, bypass Orientation! If no, attend Orientation.

A few more new things to expect...

You may be proceeding directly to your work location!

If you were given your work location prior to leaving home, you may be asked to proceed to your work location, the closest chapter or other work site where Staff Services is located to provide support. Don't think the information is "wrong" because you're not going to headquarters!

Pick up your written Assignment Description from your group and review your tasks and responsibilities! Be prepared — it may be different than what you

thought you were recruited for...things change between your call and arrival. Be prepared to step up to the plate and tackle the assignment as requested.

Be prepared for a new work force!

The new work force will consist of more local employees and volunteers than in previous years. Remember, you are a guest in their community. Your job is to strengthen the capacity and capability of the local chapter by sharing your knowledge, coaching and developing their employees and volunteers, welcoming members of the community who want to help in their community (spontaneous volunteers) and making everyone feel welcome, wanted and useful! Include everyone; don't exclude anyone! Embrace the team to which you are assigned.

Treat your team members, co-workers and the community with respect and dignity at all times — the way you want to be treated.

Remember, regardless of your group, activity or level of knowledge and experience, you ARE the Red Cross. Find the correct information and follow up — help people with the full array of the services we provide as we are ONE Red Cross. Make us proud!

Remember your support systems... use them before a crisis erupts. They are there for you!

Your supervisor...provides guidance, answers and "how tos."
Your site manager...is a resource.
Staff health services...if you become ill or injured.
Staff relations...for personnel issues that you can't resolve.
Staff support...for lodging, maintenance and information.
Training...skill updates.

Your lodging may be a little different than in previous years as many lodging alternatives will be explored.

Expect staff shelters. Expect sharing a room. Expect commutes. Expect camps. Do not expect having a room to yourself with room service next to your work site.

Do not expect a vehicle to yourself on your day off. Do not expect your own vehicle. Expect to share a ride.

Remember...expect the unexpected! Be prepared for it — be flexible, stay calm and be nice.

Out processing...

Have a Disaster Staff Card? Check your balance and do not complete an Expense Reimbursement form (also called a voucher)!

Did you obtain the new streamlined *Staff Release/Transfer* form before you left home or when you arrived? Good for you! Complete it and drop it off at Staff Services on your way out — from the closest work site where Staff Services is located!

Complete your Exit Interviews at your work site location or at the closest work site where Staff Service is located!

What do the affected community and Red Cross expect of you on a disaster relief operation assignment?

Preparation — Be prepared to care for yourself, to perform your assigned work, to be flexible and to uphold the mission of the Red Cross and support your co-workers and the directions of disaster relief operation management.

Flexibility — Personally and appropriately handle abrupt and unforeseen changes and chaos calmly and professionally — completing any assignment as requested.

Professionalism — Professionally, positively and appropriately represent the Red Cross in all your actions. Both on and off the relief operation, you must hold yourself to high standards of behavior

Accountability — For yourself and all Red Cross assets and resources.

Mission driven — You are there 100% in support of the mission and our disaster constituents — clients, community, partners, donors and staff.

Thank you!